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# SECTION 1

## Greetings and Introductions

- 1 Greeting a Guest
- 2 Introducing Yourself to a Coworker
- 3 Introducing Others





# UNIT 1

## Greeting a Guest



### A CONVERSATION



Receptionist



Guest



*A guest arrives at a hotel reception. He has booked a room and wants to check in. The receptionist greets him politely and takes his name.*



**Good morning,**<sup>1</sup> sir.



Good morning.



**Welcome**<sup>2</sup> to our hotel. What can I do for you today?



I'd like to **check in,**<sup>3</sup> please.



OK. Could I have your name, please?



Yes. It's Peter Jones.



*[The receptionist finds the booking on the computer.]*  
Thank you, Mr. Jones. Please **fill out**<sup>4</sup> this **form.**<sup>5</sup>



OK. *[The guest fills out the form.]*



Great! Here's your key.  
You're in Room 20. Enjoy your **stay.**<sup>6</sup>



Thank you very much.



You're welcome.

## Word Bank

1. **good morning** [gʊd ˈmɔːnɪŋ] 早安
2. **welcome** [ˈwelkəm] (v.) 歡迎
3. **check in** [tʃek ɪn] 入宿登記
4. **fill out** [fɪl aʊt] 填寫
5. **form** [fɔːm] (n.) 表格
6. **stay** [steɪ] (n.) 住宿



check in



fill out

## B

## SENTENCE PATTERNS

1 Good

morning,  
afternoon,  
evening,

sir.



Receptionist

2 Welcome to

our hotel.  
our restaurant.  
Taiwan.



Porter

3 I'd like

to check in,  
to check out,  
an extra key,  
a city map,

please.



Guest



## How to Address a Guest

## A male guest

sir

Mr. + surname

(e.g., Mr. Jones)

## An older female guest

madam/ma'am

Ms. + surname

(e.g., Ms. Jones)

## A younger female guest

miss

Ms. + surname

(e.g., Ms. Clarke)



Mary

Clarke

first name

surname

last name

family name

## C

## ROLE PLAY



Practice the following conversation with a partner. Replace the phrases in colored font with ones from the conversation bank.



R

Receptionist



G

Guest

- R** Good **morning**, sir. **How may I help you?**
- G** Good **morning**. I'm checking in.
- R** OK. **Could I have your name, please?**
- G** Yes. It's Michael West.
- R** *[The receptionist finds the booking on the computer.]* Thank you, Mr. West. Please fill out this form.
- G** OK. *[The guest fills out the form.]* Here you are.
- R** Great! Here's your key. You're in Room 124. **Have a pleasant stay.**

## Conversation Bank

- **morning**
  - **afternoon**
  - **evening**
- 
- **What can I do for you?**
  - **How may I be of service?**
- 
- **What's the/your name?**
  - **What name is the reservation under?**
- 
- **Enjoy your stay.**
  - **If there's anything else you need, please let us know.**

## D

## MORE EXPRESSIONS &amp; INTONATION



## A

## Greeting Guests

R: Receptionist    G: Guest

R

- \* How are you?
- \* How has your day been so far?
- \* How are you doing today?
- \* How have you been?

1

- \* Fine, thank you.
- \* Pretty good.
- \* Not bad.
- \* I've been well.

G

**R** \* Nice to see you again. **2** \* You too. Thank you. **G**

**R** \* Welcome to our hotel. **3** \* Thank you. It's good to be here. **G**

### B Offering Assistance

**R** \* What can I do for you today?  
\* How may I help you?  
\* How can I be of assistance?

**G** \* I'd like to check in, please.  
\* Do you have a **hairdryer**<sup>1</sup>?  
\* I've lost my key. Can I get a **replacement**<sup>2</sup>?

### C Wishing Guests Well

**R** \* Have a nice stay.  
\* Enjoy your stay.  
\* Have a **pleasant**<sup>3</sup> stay.

**G** \* Thank you. I'm sure I will.

### D Clarifying Information

**R** \* **Pardon**<sup>4</sup> me?  
\* I beg your pardon?  
\* Sorry. I didn't catch that.  
\* Could you repeat that, please?

**G** \* I said I'd like to check in, please.

#### Word Bank

- hairdryer** ['hɛr,draɪə] (n.) 吹風機
- replacement** [rɪ'pleɪsmənt] (n.) 替代品
- pleasant** ['pleznt] (a.) 令人愉快的
- pardon** ['pɑːdn] (v.) 原諒



◀ hairdryer

**Intonation Quiz:** Listen to the MP3. Draw a ↗ if you hear a rising intonation and a ↘ if you hear a falling intonation. 🍴 016 |

1. \_\_\_\_\_ It's nice to see you again, Mr. Jones.

© COSMOS CULTURE LTD Sorry, I didn't hear that. Could you say it one **more time**?